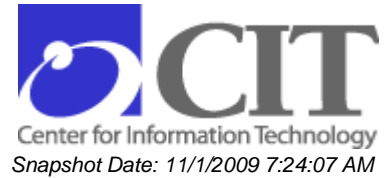


Customer Service Report for EMIB

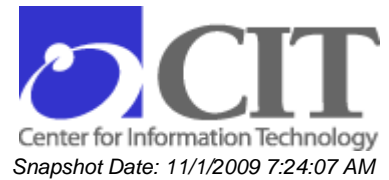


For the period: Thursday, October 01, 2009 12:00:00 AM to Saturday, October 31, 2009 11:59:59 PM

| | CREATED | | | | ASSIGNED/PENDING/ CHECKED OUT | | | CLOSED | | | AVG MIN |
|-----------------------------|---------|------|-----|-------|----------------------------------|------|-------|--------|------|-------|----------|
| | DCS | EMIB | Web | Other | DCS | EMIB | Other | DCS | EMIB | Other | To Close |
| Accounts | | | | | | | | | | | |
| Access/Login | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 8 |
| Account Lockout | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 8 |
| Deactivate/Close | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 33 |
| Edit Account | 15 | 0 | 0 | 0 | 0 | 11 | 0 | 0 | 4 | 0 | 3 |
| General Info | 4 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 3 | 0 | 4 |
| Register/Open | 2 | 0 | 0 | 960 | 0 | 0 | 0 | 0 | 962 | 0 | 0 |
| Application Support | | | | | | | | | | | |
| COTS- Other/Troubleshoot | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| MS Office/Request | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 70 |
| Back Office Support | | | | | | | | | | | |
| Active Directory | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| Backup/Restore | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| Configuration | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 3 |
| Hardware Enhancement | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 |
| Permissions/Shares | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 27 |
| Print Hosting | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 4 |
| Reset Limits | 18 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 19 | 0 | 6 |
| Troubleshoot | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 2 |
| Connectivity | | | | | | | | | | | |
| General Info | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| Email | | | | | | | | | | | |
| Eudora | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 14 |
| Exchange Email | 1 | 0 | 0 | 5 | 0 | 0 | 0 | 0 | 6 | 0 | 8 |
| General Info | 8 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 7 | 0 | 11 |
| MS Outlook | 5 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 6 | 0 | 16 |

Customer Service Report for EMIB

For the period: Thursday, October 01, 2009 12:00:00 AM to Saturday, October 31, 2009 11:59:59 PM



| | CREATED | | | | ASSIGNED/PENDING/ CHECKED OUT | | | CLOSED | | | AVG MIN |
|-------------------------------|-----------|----------|----------|------------|----------------------------------|-----------|----------|----------|-------------|----------|----------|
| | DCS | EMIB | Web | Other | DCS | EMIB | Other | DCS | EMIB | Other | To Close |
| Outlook Web Access (OWA) | 3 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 20 |
| General Information | | | | | | | | | | | |
| Inquiry | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 7 |
| Hardware | | | | | | | | | | | |
| Desktop/Config/Setup | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| Desktop/Troubleshoot | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 22 |
| Local LAN | | | | | | | | | | | |
| LocalLAN/General Info | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| NIH Data Center | | | | | | | | | | | |
| Aperture Vista | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| NIHnet | | | | | | | | | | | |
| Server Support-DNS | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 2 | 0 | 5 |
| Service Prov-IP Address Admin | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 6 |
| Service Prov-Other | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| Grand Total: | 75 | 5 | 0 | 975 | 0 | 19 | 1 | 0 | 1035 | 0 | 1 |

Total Tickets Closed: 1035

Total Tickets Assigned/Pending/Checked Out: 20

Total Tickets Created: 1055